

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment and Child Care Program Office

Request for Proposals

RFP No.HMS-903-09-05-S

**Vocational Rehabilitation Services for
Temporary Assistance for Needy Families
(TANF), Temporary Assistance for Other
Needy Families (TAONF) and General
Assistance (GA) Recipients**

August 10, 2009

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the RFP Interest form, complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE
GOVERNOR



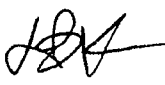
LILLIAN B. KOLLER
DIRECTOR
HENRY OLIVA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96890-0339

August 10, 2009

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Director 

SUBJECT: REQUEST FOR PROPOSALS (RFP) VOCATIONAL REHABILITATION
SERVICES FOR TANF, TAONF AND GA RECIPIENTS RFP NO. HMS-903-
09-05-S

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An informational meeting is scheduled for 9:00 A.M. to 11:00 A.M. on Monday, August 17, 2009 at the Benefit, Employment and Support Services Division Administrative Office, 820 Mililani Street, Suite 615, Honolulu, Hawaii 96813. For more information, please call 586-7090.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered or DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Monday September 14, 2009, to the DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, September 14, 2009, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments,

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 3

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **September 14, 2009** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

All Mail-ins

Department of Human Services
Benefit, Employment and
Support Services Division
820 Mililani Street, Suite 606
Honolulu, HI 96813

DHS RFP COORDINATOR

Kimberly Arista
(808) 586-7090
(808) 586-5744
email: karista@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), September 14, 2009.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **September 14, 2009.**

Drop-off Sites

Department of Human Services
Benefit, Employment and Support Services
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

RFP Table of Contents

Section 1 Administrative Overview

I.	Procurement Timetable.....	1-1
II.	Website Reference.....	1-2
III.	Authority.....	1-2
IV.	RFP Organization	1-3
V.	Contracting Office	1-3
VI.	Orientation	1-3
VII.	Submission of Questions	1-4
VIII.	Submission of Proposals.....	1-4
IX.	Discussions with Applicants.....	1-6
X.	Opening of Proposals.....	1-7
XI.	Additional Materials and Documentation.....	1-7
XII.	RFP Amendments.....	1-7
XIII.	Final Revised Proposals.....	1-7
XIV.	Cancellation of Request for Proposals.....	1-7
XV.	Costs for Proposal Preparation	1-8
XVI.	Provider Participation in Planning.....	1-8
XVII.	Rejection of Proposals	1-8
XVIII.	Notice of Award	1-8
XIX.	Protests.....	1-9
XX.	Availability of Funds	1-9
XXI.	General and Special Conditions of the Contract	1-10
XXII.	Cost Principles.....	1-10

Section 2 - Service Specifications

I.	Introduction	
A.	Overview, Purpose or Need.....	2-1
B.	Planning activities conducted in preparation for this RFP	2-2
C.	Description of the Goals of the Service	2-2
D.	Description of the Target Population to be Served.....	2-3
E.	Geographic Coverage of Service	2-3
F.	Probable Funding Amounts, Source, and Period of Availability	2-3
II.	General Requirements.....	2-4
A.	Specific Qualifications or Requirements	2-4
B.	Secondary Purchaser Participation	2-4
C.	Multiple or Alternate Proposals.....	2-5
D.	Single or Multiple Contracts to be Awarded	2-5
E.	Single or Multi-Term Contracts to be Awarded	2-5
F.	RFP Contact Person.....	2-6

III.	Scope of Work	2-6
A.	Service Activities.....	2-6
B.	Management Requirements	2-11
C.	Facilities.....	2-16
IV.	Compensation and Method of Payment.....	2-16

Section 3 - Proposal Application Instructions

	General Instructions for Completing Applications.....	3-1
I.	Program Overview.....	3-2
II.	Experience and Capability.....	3-2
A.	Necessary Skills	3-2
B.	Experience.....	3-2
C.	Quality Assurance and Evaluation.....	3-2
D.	Coordination of Services.....	3-2
E.	Facilities	3-2
III.	Project Organization and Staffing	3-2
A.	Staffing	3-3
B.	Project Organization.....	3-3
IV.	Service Delivery	3-3
V.	Financial	3-4
A.	Pricing Structure.....	3-4
B.	Other Financial Related Materials.....	3-4
VI.	Other	3-5
A.	Litigation	3-5

Section 4 – Proposal Evaluation

I.	Introduction	4-1
II.	Evaluation Process.....	4-1
III.	Evaluation Criteria.....	4-2
A.	Phase 1 – Evaluation of Proposal Requirements.....	4-2
B.	Phase 2 – Evaluation of Proposal Application	4-2
C.	Phase 3 – Recommendation for Award	4-5

Section 5 – Attachments

Attachment A. Competitive Proposal Application Checklist
Attachment B. Sample Proposal Table of Contents
Attachment C. Glossary

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	08/10/09
Distribution of RFP	08/10/09
RFP orientation session	08/17/09
Closing date for submission of written questions for written responses	08/24/09
State purchasing agency's response to applicants' written questions	08/28/09
Discussions with applicant prior to proposal submittal deadline (optional)	08/10/09- 09/13/09
Proposal submittal deadline	09/14/09
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	09/15/09- 09/28/09
Provider selection	09/28/09
Notice of statement of findings and decision	09/28- 10/02/09
Contract start date	11/1/09

II. Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

For	Click
1 Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2 RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4 Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5 Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6 Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7 Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

For	Go to
8 Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click "Forms"
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
10 Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
11 Campaign Spending Commission	http://hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: August 17, 2009 **Time:** 9:00 a.m.
Location: 820 Mililani Street, Suite 615, Honolulu, Hawaii 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral

questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: 08/25/09 **Time:** 4:30 p.m. HST

State agency responses to applicant written questions will be provided by:

Date: 08/28/09

VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State

certifications are listed on the Proposal Application Checklist located in Section 5.

- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of providers performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
 - **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes.

Refer to this section's part II. Website Reference for HCE's website address.

- G. **Campaign Contributions by State and County Providers.** Providers are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government providers during the term of the contract if the providers are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)
- H. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- Postmarked after the designated date; or
 - Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 - If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are

not considered postmarks. Faxed proposals and/or submissions on diskette/CD or transmission by e-mail, website or other electronic means are not permitted.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit only the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B. Koller	Name: Pankaj Bhanot
Title: Director	Title: Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96819	Mailing Address: 820 Mililani St., Suite 606 Honolulu, HI 96813
Business Address: 1390 Miller Street, Room 290	Business Address: Same

Honolulu, HI 96813	
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XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The Department of Human Service, hereinafter known as the “Department” or DHS, is seeking a qualified vendor to provide services for eligible recipients of Temporary Assistance for Needy Families (TANF) and General Assistance (GA) with identified medical and/or psychiatric conditions, and give them opportunities to transition from welfare to work. The term TANF also applies to families whose TANF applications are approved under state-funded benefits known as Temporary Assistance for Other Needy families (TAONF).

These TANF and GA recipients will be engaged in a work program referred to as First-to-Work Vocational Rehabilitation (FTW-VR) as a condition of eligibility for financial assistance.

The Provider may utilize subcontracting as a means of delivering the services; however such subcontracting may not exceed 40% of the Provider’s obligation to the delivery of services.

The services being procured include, but are not limited to:

- Conducting comprehensive bio-psychosocial assessments as defined in Attachment C Glossary;
- Developing Individual Service Plans (ISP), as defined in Attachment C Glossary, to address the medical, mental health, social and vocational barriers to employment;
- Assessing the functional level of participants to determine appropriate activities and hourly participation requirements per week that may lead towards ending the participants’ dependency on public assistance;
- Providing intensive case management services to facilitate wellness, rehabilitation, and the ability to engage in full time employment;
- Collaborating with the vendor established to provide SSI advocacy servicing individuals whose functional capacity is significantly reduced by medical or mental conditions to help these potential candidates apply for federal disability benefits.

B. Background

The Department’s Benefit, Employment, and Support Services Division (BESSD) is the agency that oversees the TANF and GA programs.

The TANF program provides cash assistance to both single parent and two parent households with dependent children. Federal legislation establishes specific time limits on eligibility for Temporary Assistance for Needy Families (TANF) benefits. Hawaii State law and regulations establish specific time limits for cash assistance for families and single adults. These laws and regulations require public assistance recipients to participate in appropriate work activities intended to transition them to employment and economic independence.

The GA program provides cash benefits to individuals between 18 and 65 years of age, without minor dependents, who are temporarily disabled and do not qualify for SSI or SSDI benefits. BESSD, through a board of certified physicians, is responsible for determining that an applicant's physical or psychiatric disability is such that it renders the individual incapable of engaging in substantial gainful employment for a minimum of thirty (30) hours per week, for at least sixty (60) days from the onset of the disability.

Recipients, who have psychiatric or medical barriers to work participation, but have the potential to be restored to self-sufficiency, are required to obtain medical treatment and participate in wellness/rehabilitation services. Medical conditions that impact a recipient's ability to work can be stabilized or resolved so that the individual is able to function in a work setting. Ongoing treatment and/or regular monitoring of the chronic condition(s) are essential to minimize the recurrence of acute episodes that negatively affect the individual's ability to participate in work activities and transition to paid employment.

C. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was published and posted on the State of Hawaii, State Procurement Office (SPO) website on January 28, 2009, at the following website address:

<http://www4.hawaii.gov/bidfiles>

The posting attempted to solicit feedback from the general public on the services to be procured. One written response was submitted, and where applicable the recommendations have been incorporated into this solicitation.

D. Description of the goals of the service

The goal of the service is to help TANF and GA recipients with physical and/or psychiatric conditions that limit their employability to attain and maintain a maximum level of functioning by providing comprehensive and integrated services.

The selected provider will work with TANF and GA recipients with varying degrees of functional impairments, and either help them to either progress towards economic independence through the effective development of customized individualized service plans and subsequent case management, or refer them to Hawaii's vendor charged with assisting them to apply for disability benefits and monitor their application process.

E. Description of the target population to be served

The groups to be served are the adult TANF individuals categorized as other work eligible individuals (OWEI) and the GA recipients. These individuals have been determined to have a physical or mental disability by the Department's contracted medical board.

F. Geographic coverage of service

This service is being procured statewide and will be awarded in two geographical regions. Region I covers approximately 60% of the target population statewide, and Region II covers approximately 40% of the target population statewide.

Region I consist of the following areas and approximate number of participants at the time of this publication:

Honolulu	2305 GA	339 TANF
Hilo	884 GA	321 TANF
Kauai	104 GA	44 TANF
TOTAL	3293 GA	704 TANF

Region II consists of the following areas and approximate number of participants at the time of this publication:

Leeward Oahu	1240 GA	396 TANF
Kona	264 GA	71 TANF
Maui (including Molokai and Lanai)	417 GA	83 TANF
TOTAL	1921 GA	550 TANF

The Department reserves the right to re-assign coverage areas, based on service needs, after 30 days notice being afforded to the awarded PROVIDER(s) affected, for the duration of the awarded Contract period.

G. Probable funding amounts, source, and period of availability

This procurement is expected to be federally and/or state-funded; however the percentage of federal funds to be used shall be at the discretion of the Department, subject to the availability of such funds.

The Department intends to award contracts to two (2) different providers for a total combined funding of \$3,000,000.00 per year, prorated at \$2,250,000.00 for the initial contract period. Interested applicants must submit a proposal describing how they propose to deliver services Statewide. The applicant with the highest evaluation score will be contracted to provide services to TANF applicants and participants from Region I and the applicant with the second highest evaluation score will be contracted to provide

services to TANF participants from Region II. Greater consideration will be given to proposals that demonstrate greater cost effectiveness.

1. Region I Funding

a. Initial Contract Period-

The total amount of funding under this procurement to service Region I locations is \$1,350,000.00 of which no more than \$350,000.00 may be used to service the GA population, and the remaining \$1,000,000.00 is to fund the TANF VR service for the initial 9-month contract period effective October 1, 2009 to and including June 30, 2010.

b. Subsequent Contract Extensions-

For subsequent contract extensions of up to twelve (12) months in length the amount of funding for Region I shall not exceed \$1,800,000.00 of which no more than \$470,000.00 may be used to service the GA population, and the remaining \$1,335,000.00 is to fund the TANF VR service.

2. Region II Funding

a. Initial Contract Period-

The total amount of funding available for Region II is \$900,000.00 of which no more than \$234,000.00 may be used to service the GA population, and the remaining \$666,000.00 is to fund the TANF VR service.

b. Subsequent Contract Extensions-

For subsequent contract extensions of up to twelve (12) months in length the amount of funding for Region II shall not exceed \$1,200,000.00 of which no more than \$310,000.00 may be used to service the GA population, and the remaining \$890,000.00 is to fund the TANF VR service.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1//98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address.)

B. Secondary purchaser participation (Refer to HAR Section 3-143-608)

After-the-fact secondary purchases

Will be allowed

Planned secondary purchases

None

C. Multiple or alternate proposals
(Refer to HAR Section 3-143-605)☐ Allowed ☒ Unallowed

Applicants shall submit one (1) proposal proposing a comprehensive statewide service with a cost proposal for statewide operation.

D. Single or multiple contracts to be awarded
(Refer to HAR Section 3-143-206)☐ Single ☒ Multiple ☐ Single & Multiple

Criteria for multiple awards:

The Department intends to award two (2) contracts. The applicant with the highest evaluation score will be awarded a contract to provide services for Region I as defined above in item F. The applicant with the second highest evaluation score shall be awarded a contract to provide services for Region II as defined above in item F.

E. Single or multi-term contracts to be awarded
(Refer to HAR Section 3-149-302)☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Contract terms:

Initial term of contract: October 1, 2009-June 30, 2010

Length of each extension: 12 months

Number of possible extensions: 3

Maximum length of contract: Not to exceed June 30, 2013

The Department expects the initial period of service shall commence on the contract start date or Notice to Proceed whichever is later.

Conditions for extension:

Extensions must be in writing, initiated by the Department through an offer of a supplemental contract, and agreed upon and executed by both the Department and awarded PROVIDERS.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Kimberly Arista: (808) 586-7090

Email: Karista@dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses, but is not limited to, the following tasks and responsibilities:

- 1) Providing a service model that is consistent with the goals of the federal and state laws, rules and regulations, and operational procedures governing the State-run programs involved, including but not limited to TANF, GA, FTW, and Child Care Connections.
- 2) Acts as the Department designee in providing vocational rehabilitation services.
- 3) Accept all individuals referred by the Department or its designees within the maximum caseload limits set by their contract.
- 4) Work collaboratively with primary care and specialty physicians and with managed care companies that also serve public assistance recipients;

A-1 Service Activities for TANF Population

To ensure that the provider may deliver the service activities required under this RFP, the Department will provide extensive training in the use of the HANA system when the contracts are awarded. Additionally, the Department will provide comprehensive training in the policies and procedures governing the TANF population. The FTW policies and procedures training will clearly define each allowable work activity described below under Section 5, On-Going Case Management.

The provider will use the Hawaii Automated Network Assistance (HANA) system to document case management efforts, work activity participation, and to issue support services payments including: child care, transportation and work-related expenses. The resources for these payments are retained within the Departmental budget.

Both TANF applicants and TANF recipients will be referred to the Provider for services.

All TANF applicants who claim a disability at the time of application or at any time prior to completing the 21-day pay after performance period will be referred for VR services through an established process that starts with an orientation. These applicants will make

up the majority of the VR referrals (about 75%). At the end of the orientation, all the applicants present must be intake in the HANA system. The intake date starts the required 21-day pay after performance period. During that time the provider will, at a minimum, do the following;

- Ensure that the participant schedules a medical assessment on the day of Intake.
- Monitor that the participant keeps all scheduled medical appointments.
- Complete preliminary HANA assessments and a comprehensive psychosocial assessment
- Identify child care and transportation availability.

Failure of the applicant to follow through with the above will result in a denial of the TANF application in accordance with established procedures.

Approximately 25% of the referrals will be TANF *recipients* who claim to have developed a physical or emotional disability at any time after TANF approval. These recipients will be subject to the process described above after they have transferred in from non-VR FTW unit.

Failure of the recipient to follow through with the process will result in a sanction of the recipients TANF benefits.

1. Intake and Assessment

Within the first 15 days following intake, the Provider

- a. Conducts a comprehensive psychosocial evaluation using either a Department approved or Department issued evaluation tool, and
- b. Receives a comprehensive medical evaluation from a Department-contracted Medical Board with each referral.

Both the psychosocial evaluation and the comprehensive medical evaluation will be used by the provider to create a bio-psychosocial assessment to identify employability level of TANF applicants/recipients, and the range of functional impairments they experience. Impairments may include, but are not limited to:

- Unstable physical and emotional conditions that require treatment.
The service plan for these participants requires a Wellness/Rehabilitation Plan component and may not include any work activities.
- Stable physical and emotional conditions that constitute, or result in limitations to employment.
These participants may or may not be pursuing treatment for these conditions. They would be able to engage in work activities with accommodation(s) or special support(s). The service plan for these participants may require a

diagnostic vocational evaluation (DVE) (Refer to Attachment C Glossary) to further clarify the accommodations and supports required.

- Physical and emotional conditions that prevent individuals from engaging in work activities for 12 months or more.

When a participant suffers from conditions that result in serious functional limitations to employment he or she may be candidates for federal disability benefits. The service plan for these participants includes steps to help them obtain Social Security Disability Insurance (SSDI) or Supplemental Security Insurance (SSI).

2. Individualized Plan Development

The provider develops an Individualized Service Plan (ISP) within five (5) business days of completing the bio-psychosocial assessment referred to above. The ISP addresses all of the participant's medical, mental health, social and vocational strengths and barriers to employment, all treatment steps, and long term vocational goals. The provider revises the ISP's quarterly or more frequently, as needed.

3. Job Development

The Provider will, at a minimum, address the following job development tasks:

- a. Identify and develop unsubsidized employment, supported work opportunities, and unpaid work activities referred to as Community Work Experience (CWEP) sites that can be performed within the participants' abilities.
- b. Develop effective relationships with employers who intend to hire participants served under this program.
- c. Assist with resume preparation, job-search techniques and strategies, effective completion of employment applications and practicing interviewing skills.

4. Job Placement

The goal of the service is to prepare the participant for a progressive engagement in steady employment of up to thirty (30) hours per week for two consecutive months.

- a. A maximum number of participants must be placed in unsubsidized employment or supported work positions depending on their abilities. This type of job placement is considered the priority goal of this service.
- b. Participants determined by the medical board able to engage in work activity for at least twenty-four (24) hours per week are eligible to participate in and must be referred to the Department's SEE Hawaii Work subsidized employment

program unless unsubsidized employment is readily available.

- c. Participants unable to secure unsubsidized or subsidized employment may begin participation by engaging in CWEP to maximize participation. The provider will develop and maintain a sufficient number of CWEP sites to immediately accommodate the needs of all participants who require this activity.

5. On-going Case Management

On-going Case Management responsibilities include but are not limited to:

- a. Documenting in the HANA system the participants' progress toward vocational rehabilitation, including all ISP and Employability Plan (EP) steps.
- b. Issuing all necessary support services payments in HANA. Support services available include, but are not limited to, child care, transportation, training and work related expenses.

Note: The supportive service payments are not part of the contract appropriation.

- c. Assisting the participant with the establishment and maintenance of relationships with medical providers to ensure a successful completion of the Wellness/Rehabilitation Plan.
- d. Making all necessary referrals for SSI and other advocacy services, employment, and other health enhancing services.
- e. Coordinating with the Department's SSI/SSDI advocacy contractors and making sure that the referred individual complies with all requests for information and materials.
- f. Referring participant to the Department of Vocational Rehabilitation (DVR) for additional VR services and coordinating the successful implementation of any activity offered by DVR.
- g. Scheduling appropriate work activities approved under the Deficit Reduction Act of 2005 (DRA) for no less than the number of hours per week recommended using the findings of the medical review and bio-psychosocial assessment and DVE discussed in 1(b) above.

DRA approved activities include: Unsubsidized and Subsidized Employment, On the Job Training, Work Experience (referred to above as CWEP), Community Service Program, Job Search and Job Readiness Assistance, Vocational Educational Training, Providing Child Care Services for a Community Service

Program Participant, Job Skills Training, Education Related to Employment, and Satisfactory Attendance in Secondary School.

- h. Monitoring work activity and treatment compliance. For employed participants this includes scheduled visits to the work sites to ensure ADA compliance and assistance with any work related issues.

A-2 Service Activities for GA Population

All GA recipients are referred for VR services through an established procedure. The details of that procedure are available and will be issued at the start of the contract.

There is no automated system to document the participation of the GA population. The Provider develops its own documentation and tracking system. The applicant must indicate what steps they will take to develop documentation and tracking system.

1. Intake and Orientation

The Eligibility Worker refers all GA clients to the Provider within 5 days of the date of approving the case. The Provider schedules an orientation with the client within 5 days of the referral.

The purpose of the orientation is to inform clients of the Provider's responsibility to monitor compliance with treatment and SSI advocacy referrals as mandated by Hawaii Administrative Rules (HAR) 17-659.

2. Monthly Treatment Compliance Monitoring

Monthly Treatment Compliance Monitoring responsibilities include, but are not limited to:

- a. Identifying the nature and frequency of recommended treatment and providers involved in the plan. Monitoring the clients' compliance with treatment, including recording the next recommended assessment and whether the client is a candidate for SSI advocacy referral. When failure to comply occurs the Provider refers the client to the Eligibility Worker for termination of GA benefits.
- b. Coordinating with the Department's SSI/SSDI advocacy contractors and following up to ensure that the referred individual complies with all requests for information and materials.
- c. Referring clients to the Department of Vocational Rehabilitation (DVR) for additional VR services and coordinating the successful implementation of any activity offered by DVR.

There are no support services available for GA clients.

B. Management Requirements (Minimum and/or mandatory requirements)**1. Personnel**

- a. The provider will provide all personnel necessary for the effective completion of bio-psychosocial assessments. These may include, but would not be limited to, Clinical Social Workers, Social Workers and Certified Rehabilitation Counselors.
- b. The proposed staff for this service must have experience working with individuals affected by physical and mental impairments that impede full employability.
- c. The provider will verify that all case management, social work, and vocational rehabilitation staff have the appropriate educational background, and maintain all applicable credentials and certifications.
- d. The provider will have accommodations to service a multicultural referral base who may speak: English, Chuukese, Marshallese, Chinese and Illocano.

2. Administrative

- a. Services required by this program will be provided directly or through subcontracted providers. All service providers must meet all applicable government and/or accreditation standards and licensing requirements.
- b. Hours of Operation: Normal hours of operation are expected to be 7:45 a.m. to 4:30 p.m., Monday through Friday, excluding State Holidays.
- c. **Division Procedures:** The Provider will be expected to follow Procedures established by BESSD regarding: 1) support services for child care, transportation, and work related expenses, 2) case closures, 3) monitoring and tracking of participation, 4) reporting of all data related to participants and client participation, and 5) referring participants to the appropriate Department contracted providers for services.
- d. **Execution of Contract:** The successful applicant will be required to enter into a formal written Contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations thereof must be specifically defined by the applicant in its proposal which, if successful, will become part of the Contract.

The funds available for this project are limited. The Department reserves the

rights to contract for only those services which appear to be in the best interests of the Department.

The Department reserves the right to cancel the Contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal Contract to the successful applicant for execution. The Contract shall be signed by the successful applicant and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the applicant, or within such further time as the Director may allow.

No such Contract shall be binding upon the Department until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

No Supplementary Agreement shall be binding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The PROVIDER shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful applicant prior to receipt of a Notice to Proceed shall be at the applicant's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful applicant prior to the receipt of a Notice to Proceed.

- e. **Equipment:** The Provider is responsible to purchase or lease, with available funding, all the necessary furniture and equipment needed to perform the services. Prior approval must be obtained from the Department for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment above \$250 (that has a useful life of more than one year) shall require prior approval. Upon termination of the contract equipment, furniture and supplies purchased must be returned to the Department. Telecom request to install or de-install any server, computers and printer related equipment, and telecommunication must be submitted to the Department.

3. **Quality assurance and evaluation specifications**

The proposal shall be evaluated based upon performance as described below. The proposal shall also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. **Output and performance/outcome measurements**

The Department will utilize performance-based outcome measures and related financial incentives that would best assure that the contractor(s) perform the work under the contract(s) awarded from this RFP in a manner that is cost-effective for the Department and most likely to achieve the Department's goals and objectives set forth above.

For TANF participants, performance measures will include:

- Completion of a Bio-psychosocial assessment within 15 calendar days of intake
- Completion of an ISP within 5 business days of the Bio-psychosocial assessment
- Completion, at the time the ISP is developed, of a Diagnostic Vocational Evaluation (DVE) and Employability Plan (EP) when needed
- Completion of the Wellness/Rehabilitation Plan component of the ISP resulting in a participant becoming employable, with or without any limitations
- Monthly monitoring of compliance with treatment plan
- Completion of a continuous twelve-week cycle of work activities approved under the Deficit Reduction Act of 2005 (DRA) for no less than the number of hours per week determined appropriate based on the medical examination and the bio-psychosocial assessment.
- Employment retention as described in Section IV. Compensation and Method of Payment, item C below
- Referral to the SSI/SSDI advocacy provider for benefit application within 2 days of discovery that the participant's disability will last or has lasted more than 12 months

For GA participants, performance measures will include:

- Completion of an Intake and Orientation
- Referral to the SSI/SSDI advocacy provider for benefit application within 2 days of discovery that the participant's disability will last or has lasted more than 12 months
- Monthly monitoring of treatment requirements.

5. Experience

The applicant must demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services.

A proven track record of operating a work program for the TANF and GA populations and those with disabilities is desirable and will be validated by business references.

6. Coordination of services

The applicant must demonstrate the capability to coordinate services and to collaborate with other offices within the Department, other providers, government agencies, and resources in the community relating to the delivery of the proposed services.

The Provider may utilize subcontracting as a means of delivering the services; however such subcontracting may not exceed 40% of the Provider's obligation to the delivery of services.

7. Reporting requirements for program and fiscal data

A monthly invoice for operational costs shall be prepared and submitted to the Department by the 10th of each month in accordance with the agreed upon Compensation and Payment Schedule. Additionally, the PROVIDER shall submit a final invoice upon termination of the contract.

For TANF data the PROVIDER shall use Hawaii Automated Network Assistance terminal (HANA) to enter client data and payment information. Monthly reports shall be prepared and submitted to the Employment Program Specialist, ETPO, BESSD. While manual reports may be submitted, the HANA computer entries shall be regarded as official reports. For TANF clients, the PROVIDER shall not receive credit for client performance if the corresponding data has not been entered into the computer system designated for this use.

GA data will be gathered manually utilizing a spread sheet that will be issued by the Department.

Monthly program reports to document the program participants' progress will be submitted to the Department.

TANF data includes:

- Number of participants scheduled for Intake and Assessment,
- Number of participants completing Intake and Assessment,

- Number of participants with activity hours,
- Number of participants with zero hours (treatment only),
- Number of participants referred to LASH by the Provider and the timeframes of the referrals,
- Number of participants approved for SSI,
- Number of participants denied SSI,
- Number of participants with an increase or decrease in participation hours over the previous month,
- Number of participants by types of physical disability
- Number of participants by types of psychological disability,
- Unduplicated number of participants with both physical and psychological disability,
- Number of participants with substance abuse,
- Number of participants referred to Department of Vocational Rehabilitation,
- Number of participants currently served by the Department of Vocational Rehabilitation,
- Number of participants employed 1 to 10 hours per week,
- Number of participants employed 11 to 20 hours per week
- Number of participants employed 21 to 30 hours per week,
- Number of participants employed 30 or more hours per week,
- Number of participants completing all treatment and referred for FTW case management

GA data includes:

- Number of participants scheduled for Intake and Orientation
- Number of participants completing Intake and Orientation
- Number of participants referred to LASH by the Provider and the timeframes of the referrals,
- Number of participants approved for SSI,
- Number of participants denied SSI,
- Number of participants by types of physical disability
- Number of participants by types of psychological disability,
- Unduplicated number of participants with both physical and psychological disability,
- Number of participants with substance abuse,
-
- Number of participants referred to Department of Vocational Rehabilitation
- Number of participants currently served by the Department of Vocational Rehabilitation

NOTE: TANF and GA data must be reported separately.

C. Facilities

1. The Provider is expected to operate at least three service delivery sites in Region I and three service delivery sites in region II that would be accessible.
2. Facilities would be fully operational within 90 days of contract start date.
3. The Provider is expected to enter into a lease arrangement for the procurement of adequate, ADA compliant facilities which can house staff, equipment and the necessary data communication infrastructure for the HANA system. The Provider would be expected to provide furnishings, telephones, photocopiers and fax machines.

IV. Compensation and Method of Payment**A. Introduction**

The compensation and method of payment will combine two methods of payment: cost reimbursement and performance-based payments. During the first 5 months of the initial contract period, 100% of the contract funding will be paid by cost reimbursement. Additionally, any performance-based payment earned during that time will be paid to the Provider.

During the remaining 4 months of the initial contract period up to 65% of remaining funding will be paid by cost reimbursement, and 35% must be earned through performance-based payments. The combined total for the cost reimbursement and performance-based payments shall not exceed the total contract amount stated in Section I (F).

In subsequent contract years, the Department may gradually increase in annual increments the required performance-based payments up to 75% of the total contract funding.

Final settlement will not be available until all reports and other materials to be due to the Department have been submitted by the Provider and accepted by the Department, all discrepancies in performance of services have been resolved, all other outstanding matters have been completed, tax clearances have been received, and all outstanding fiscal obligations have been reconciled.

B. Cost Reimbursement

The Department shall consider cost proposals on a partial "cost-type" or "pure reimbursement" pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawaii. "Cost type" involves the payment of all incurred costs within a predetermined total estimate cost.

The Department shall consider cost proposals based on a partial “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. The Department anticipates these fees to be limited to 10% or less of the contract award. These fees also need to be built within the contract ceiling.

Please note, however, that the department reserves the right to negotiate the final amount of fixed fees within the limits discussed above.

The Department shall select the applicable cost proposals subject to the legal standing of the applicant organization; i.e., non-profit or for-profit and that are in the best interests of the State of Hawaii.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

The following are the budget form(s), which are contained in the POS manual, shall be submitted, as described in the Checklist attached herewith, with the POS Proposal Application:

SPO-H-205 Budget
 SPO-H-205A Organization-Wide by Source of Funds
 SPO-H-205B Organization-Wide Budget by Programs
 SPO-H-206A Personnel - Salaries & Wages
 SPO-H-206B Personnel - Payroll Taxes and Fringe Benefits
 SPO-H-206C Travel - Inter-Island
 SPO-H-206D Travel - Out-of-State*
 SPO-H-206E Contractual Services-Administration
 SPO-H-206F Contractual Services-Subcontracts
 SPO-H-206G Indirect Costs
 SPO-H-206H Other Costs
 SPO-H-206I Equipment Purchases*

*Expenditures require justification and prior approval.

C. Performance-Based Payments:

The Performance-based payments section of the proposal costs shall be based on a “Per Unit Rate” structure. In a “Per Unit Rate”, pricing is based on the delivery of a defined unit of service(s) or Performance Point(s).

This method of payment requires the Provider to submit monthly invoices, as developed by the Department, specifying the amount requested for achieving each Performance Point, the submittal of the corresponding monthly report as specified in Section III(B)(7),

and certifying that services requested under the Contract have been performed by the Provider.

Performance achieved outside of the time limits prescribed in this RFP will be subject to a 10% payment reduction. Performance-Based Payment I through VI apply to TANF, Performance-Based Payment VII applies to both TANF and GA, and Performance-Based Payment VIII applies to GA.

Performance-Based Payment I

Completion of a Bio-psychosocial assessment within 15 calendar days of intake:

\$150 per single participant

Performance-Based Payment II

Completion of an ISP within 5 business days of the Bio-psychosocial assessment

\$50 per single participant

Performance-Based Payment III

Completion, at the time the ISP is developed, of a Diagnostic Vocational Evaluation (DVE) and Employability Plan (EP) as described above in section A-1

\$150 single participant

Performance-Based Payment IV

Placement in allowable work activities for no less than recommended number of hours per week for an uninterrupted 3 month period:

\$200 per single participant in unsubsidized employment

\$150 per single participant in subsidized employment

\$125 per single participant in any other DRA approved work activity as described above.

Performance-Based Payment V

Subsidized Employment Retention of 24-30 hours per week

60 days \$700 per single participant

90 days \$800 per single participant

180 days \$900 per single participant

Performance-Based Payment VI

Unsubsidized Employment Retention of 1-10 hours per week:

60 days \$200 per single participant
90 days \$300 per single participant
180 days \$400 per single participant

Unsubsidized Employment Retention of 11-20 hours per week

60 days \$500 per single participant
90 days \$600 per single participant
180 days \$700 per single participant

Unsubsidized Employment Retention of 21-30 hours per week

60 days \$1,000 per single participant
90 days \$1,500 per single participant
180 days \$2,000 per single participant

Performance-Based Payment VII

Referral to the SSI/SSDI advocacy provider for benefit application within 2 days of discovery that the participant's disability will last or has lasted more than 12 months:

\$50 per single participant

Performance-Based Payment VIII

Monthly compliance monitoring of treatment and/or SSI application requirements for GA clients:

\$80 per single participant

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

1. Describe the relevant experience of the applicant and each proposed subcontractor, if any, in each area of required performance described in Section 2, including a clear description of projects/contracts pertinent to the proposed services and the exact length of the applicant's/subcontractor's experience in each area of expertise.
2. Attach a list of at least two (2) relevant references, including the name of the reference, a brief statement describing the relationship between the applicant/subcontractor and the reference, as well as the name, title and telephone number of a contact person at the reference.
3. Attach for each key staff position a resume and/or description of the qualifications that will be required, including all appropriate credentials and certifications.

C. Quality Assurance and Evaluation

Describe plans to ensure quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

Demonstrate the capability to coordinate services with other agencies and resources in the community and the appropriateness of the linkages developed or to be developed relating to the enhancement of the program's effectiveness in meeting the service goals.

Provide letters of agreement from proposed collaborators.

E. Facilities

Provide a description of the facilities and demonstrate their adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

Describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

Provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

Describe your ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

Reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Describe the activity plan related to the services procured under this RFP, taking in consideration every aspect of the service activities detailed in section 2.III Scope of Work.

V. Financial

A. Pricing Structure

The pricing structure is based on a combination of Cost Reimbursement for personnel costs, facilities, utilities, training and travel expenses and performance based incentives.

For details regarding cost reimbursement and performance-based payment structures, refer to Section 2.IV, Compensation and Method of Payment.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are required as part of the Proposal Application (may be attached):

Audit Report (most recent)

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current (within the period of this RFP) Certificate of Vendor Compliance issued by Hawaii Compliance Express

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment, at the time the SPO-H-200A is signed and filed. If applicable, please explain. Failure to provide full disclosure shall result in automatic disqualification of the RFP application.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

Program Overview	0 points
Experience and Capability	30 points
Administration	15 points
Project Organization and Staffing	20 points
Service Delivery	25 points
Financial	10 Points

100 Points

TOTAL POSSIBLE POINTS

100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

Exclusion of any of the required documents stated in (A)(1) and (2) below as part of the submitted final proposal shall disqualify the applicant from selection consideration

1. Administrative Requirements

- Proposal Application Checklist
- Registration with State Procurement Office, Hawaii Compliance Express
- Audit Report (most recent)
- Tax Clearance

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

○ Phase 2 - Evaluation of Proposal Application (100 Points)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity to orient evaluators as to the service(s) being offered.

Scoring for each item identified below is assigned a value of 0 through 5 points. The items are then averaged, and the average is multiplied by the weight assigned to the respective section. The following is an explanation of the point assignments:

Points

5=Very Satisfactory

4=More than satisfactory

3=Satisfactory

2=Less than satisfactory

1=Unsatisfactory

0=Not addressed (no credit)

1. Experience and Capability (30 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. _____
- Demonstrated a thorough understanding of the purpose and scope of the service activity _____
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity _____

B. Experience

- Demonstrated experience related to providing the requested services. _____
- Description of projects/contracts implemented in the last 5 years that are pertinent to the proposed services. _____
- Demonstrated experience gathering and reporting performance data. _____

2. Administration(15 Points)**A. Quality Assurance and Evaluation**

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

B. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.

C. Facilities

- Adequacy of facilities relative to the proposed services.

2. Project Organization and Staffing (20 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. Staffing

- Proposed Staffing: Specifically state how the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff positions.

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3. Service Delivery (25 Points)

- Describes the overall program content and design, and demonstrates an understanding of the target group, various service activities and sequence of events.
- Presents evidence of cooperation and collaboration, and willingness to follow Department requirements, policies and established procedures.
- Demonstrates knowledge of handling customer service demands and complaints.
- Describes staff/management activities.
- Proposes a work plan for program implementation that is logical, reasonable, and attainable and provides for public relations and community collaboration.

5. Financial (10 Points)

• Demonstrates financial stability and accounting practices.	
• Provides the most recent audit report available	

○ **Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Glossary

Proposal Application Checklist

Applicant: _____ RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website References.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Audit Report (most recent)		Section 3, RFP	X	
Business References		Section 3, RFP	X	

Authorized Signature

Date

Proposal Table of Contents

Application

I.	Program Overview.....	1
II.	Experience and Capability	1
A.	Necessary Skills	2
B.	Experience	4
C.	Quality Assurance and Evaluation.....	5
D.	Coordination of Services	6
E.	Facilities.....	6
III.	Project Organization and Staffing	7
A.	Staffing.....	7
1.	Proposed Staffing.....	7
2.	Staff Qualifications	9
B.	Project Organization	10
1.	Supervision and Training.....	10
2.	Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery.....	12
V.	Financial	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
A.	Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
C.	Organization Chart	
	Program	
	Organization-wide	
D.	Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
E.	Program Specific Requirements	

ATTACHMENT C

GLOSSARY

Bio-bio-psychosocial assessment

An assessment of an individual's ability to work that identifies and integrates relevant medical conditions, mental health conditions, and social and community circumstances. The assessment will be conducted in two phases. All Participants will receive a Phase I assessment and Phase II assessments will be provided to Participants who meet the listed criteria described below.

Phase I:

Carefully reviewing and studying the extensive medical/psychological assessment forwarded by the Medical Board. A standard medical report will comprise a diagnosis, treatment recommendation, and an employability assessment. This examination may also include any additional relevant history from the, a complete physical examination, and any relevant laboratory or diagnostic tests. For more information call Sally Ang, Program Specialist at 586-5733 for a copy of HMS 903-09-01-S "Conduct Medical/Psychological Assessments for the Temporary Assistance for Needy Families (TANF), Temporary Assistance for Other Needy Families (TAONF) and the General Assistance (GA) Programs"

Phase II:

A thorough screening of the participant to elicit any social, community, or educational /vocational circumstances, such as domestic violence, childcare issues, literacy issues, work history, or others that, in conjunction with a medical, psychiatric, and/or substance abuse problem, might impact on employability.

Phase III

Combine the information gathered from Phase I and Phase II to develop a comprehensive bio-bio-psychosocial assessment to make a final determination of the participant's functionality.

Diagnostic Vocational Evaluation (DVE) - A DVE is a hands-on vocational assessment that includes multiple experiences including interest inventories, standardized tests, work samples, simulated work, situational assessments, behavioral observations, career exploration and counseling. The Participant provides on-going input and feedback throughout this process. A written report is generated after the completion of the DVE providing recommendations for vocational planning. An effective DVE identifies an individual's vocational strengths and weaknesses and suggests the appropriate remediation.

Employment Retention – Continuous employment (subsidized or unsubsidized) for a period of 30 days, 90 days, 180 days.

Federal Disability Benefits– the Social Security Administration has two programs that pay benefits to individuals with disabilities. Supplemental Security Income (SSI) is for blind and disabled individuals with low income or few assets and is provided based on financial need. Social Security Disability Insurance (SSDI) provides benefits to individuals who have worked, paid Social Security taxes, and are unable to work due to their physical or medical disability.

Disability under Social Security is based on an individual's inability to work. A person is disabled under Social Security rules if s/he cannot complete the work that s/he did before the disability and cannot perform other work because of functional limitations due to a medical condition(s). The disability must also last, or be expected to last, for at least one year or result in death.

Functional Abilities- The ability or degree of ability possessed by an individual to perform certain employment related activities.

Functional Limitations/Impairments- The inability to perform certain employment related activities as a consequence of a medical or psychiatric condition or disability. These limitations/impairments can be anatomical (e.g. amputation), physiological (e.g. diabetes), cognitive (e.g. traumatic brain injury), or affective (e.g. depression) in origin and nature.

Employability Plan (EP) – A written plan, based on the results of the DVE, that identifies the Participant's employment goal, broken down into measurable and manageable objectives to be achieved within specific time frames. The plan indicates what services will be provided including the responsibilities of the contractor, the Participant, and other partners. The plan is signed by the Participant and the contractor. It can be used as a tool to measure Participant progress. It is updated at regular intervals and as needed. The EP is a component of the comprehensive Individual Service Plan of participants receiving vocational rehabilitation and employment preparation services.

Individual Service Plan (ISP) - An Individual Service Plan is based on the results of the bio- bio-psychosocial assessment. The Plan defines the steps necessary to enable Participants to achieve the highest possible level of functioning and self-sufficiency. The steps are measurable and broken down into activities that allow the Participant to experience small gains. The Plan components include the Wellness/Rehabilitation Plan and the Individualized Plan for Employment as well as other components, as appropriate. The Plan is discussed with the Participant and changes are made based on Participant feedback and progress.

Intensive Case Management- An integrated approach to working with Participants' that involves the coordination of individualized services. The case manager will use the information from the bio-bio-psychosocial assessment and ISP to work with the Participant to successfully implement the Service Plan. The case manager will meet with the Participant individually, make home visits, meet with other agencies providing services and/or with significant others, escort Participants to essential appointments, etc. The case manager will monitor and evaluate progress, update and revise the Service Plan, link to needed resources, advocate and support the Participant as he or she transitions from welfare to economic self-sufficiency.

Job Placement – Entry into paid subsidized or unsubsidized employment for a the minimum recommended hours as determined by the results of the bio-bio-psychosocial assessment, with at least minimum wage and all benefits that the employer provides to other employees of the same classification.

Wellness/Rehabilitation Plan- the Wellness/Rehabilitation Plan is for individuals with a medical and/or psychiatric condition(s) that is unstable and/or currently untreated and affects their ability to perform work activities. The Wellness/Rehabilitation Plan is developed after the completion of a bio-bio-psychosocial assessment and is one component in the ISP. The Wellness/Rehabilitation Plan identifies the Participant's diagnosis, makes treatment recommendations, and provides a time frame for resolution or improvement.

Subsidized Employment -Subsidized employment reimburses the employer for all or part of the gross wages paid to the subsidized employee. Subsidized employment provides health, safety and working conditions at levels generally acceptable in the industry and not less than those of comparable jobs offered by the employer and wages and benefits equal to those for new employees in comparable jobs offered by the employer.

Unsubsidized Employment -unsubsidized employment does not reimburse the employer for all or part of the gross wages paid to the unsubsidized employee. Unsubsidized employment provides health, safety and working conditions at levels generally acceptable in the industry and not less than those of comparable jobs offered by the employer and wages and benefits equal to those for new employees in comparable jobs offered by the employer.

Supportive Services- Services needed to enable participation in an employment preparation program. Supportive services for TANF recipients include transportation, educational expenses, ongoing work-related expenses, rent support, child care payments that will help a Participant overcome obstacles to competitive employment.

Organization: _____
RFP No: _____

Work Activity – This is an activity recognized by DRA as contributing to an individual's movement toward employment. The *Hawaii TANF Work Verification Plan* lists the specific activities.

Community Work Experience (CWEP) – This is an unpaid work activity which provides work experience and training to participants to assist them toward employment and achieving self-sufficiency. CWEP placements are with City & County, Federal and Private non-profit agencies. Placements with State government agencies are referred to as Work +.